
TroubleShooting FAQ

Summary

1	About	3
2	TroubleShooting	3
3	FAQ	3
4	General Terms	4
5	Contacts and supplementary Information	4

1 About

About this guide:



In order to reduce our paper consumption and according to our responsible and respectful measures for the environment, Robopec prefers to put online those documents for users instead of printing them.

You can find more information on the website www.reeti.fr on which you will find more examples, tutorials, FAQ, and a Forum for Assistance.



Read carefully this guide and respect the instructions of use in the guide: “Regulations and Warranty” before any use of Reeti. Robopec won’t hold responsibility for any dysfunction in case of non-respect of those instructions.

2 TroubleShooting

Issue	Solution
Reeti does not respond no matter what	Press 4 seconds on the backpack button.
Reeti does not start	Verify plugs.
iPad not connecting	Verify network parameters and password
The head of my reeti does not move	Shut down Reeti. Unplug him for 5 seconds. Plug in him back and start him.
Shutdown or restart does not work	Press briefly on the backpack button and choose shutdown. Then start him up again.
Reeti displays incorrect colors on his cheeks	Shut down Reeti. Unplug the power cord for 8 seconds. Plug it back and restart Reeti.

3 FAQ

Q: When I am changing the sound volume, it does not take effect immediately. Is it normal?

A: Yes, it is if Reeti is playing a sequence. Please notice that if sound volume has been changed, it will be set when Reeti do nothing (Idle state).

4 General Terms

Pose: Position specific of Reeti, with a color for the diodes.

Sequence: A sequence of movements, words and functions.

IP: Internet Protocol.

5 Contacts and supplementary Information

The Reeti is designed by Robopec, SARL with a capital of € 22 000, registered in the Trade and Companies of Toulon under number 508 693 470 0002 5, whose head office is located at 183 chemin des Négadoux - 83140 - Six Fours Les Plages - France.

You can contact Robopec or for more information about the Reeti on www.reeti.fr or by writing to contact@reeti.fr.

The pictures in this manual are not contractual.